

## Jefferson County Position Description

<b>Name:</b>		<b>Department:</b>	Human Services
<b>Position Title:</b>	Support Services Planner	<b>Pay Grade:</b>	4
		<b>FLSA:</b>	
<b>Date:</b>	June 2002	<b>Reports To:</b>	Economic Support Supervisor

---

### Purpose of Position

The purpose of this position is to provide supportive/referral services in the non W-2 service delivery system and gather and process basic client financial information for routine and emergency situations for Jefferson County Income Maintenance Unit.

### Essential Duties and Responsibilities

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Gathers client financial information from interviews, documentation and surveys for eligibility for economic assistance programs, energy assistance, medical assistance, food stamps and general relief.
- Refers and provides clients with information on services and programs.
- Processes emergency applications from clients in immediate need. Determines emergency assistance grants and referrals in Unit supervisor's absence.
- Attends staff meetings, in-service and training as required.
- Maintains current knowledge and provides technical assistance regarding Unit forms, policies and procedures for economic assistance programs.
- Makes referrals regarding suspected welfare fraud.
- Prepares correspondence, memos and forms to clients concerning case management and eligibility determinations.

### Minimum Training and Experience Required to Perform Essential Job Functions

Associate degree with one to two years human service office or related experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Complete program eligibility training and valid Wisconsin motor vehicle operator's license required.

## **Physical and Mental Abilities Required to Perform Essential Job Functions**

### **Language Ability and Interpersonal Communication**

- Ability to analyze and categorize data and information in order to determine the relationship of the data with reference to criteria/standards. Ability to compare, count, differentiate, measure and/or sort data and information. Ability to assemble, copy, record and transcribe data. Ability to classify, compute and tabulate data.
- Ability to advise and interpret on how to apply policies, procedures and standards to specific situations. Ability to explain, demonstrate and clarify to others within well- established policies, procedures and standards.
- Ability to utilize advisory data and information such as financial statements, economic assistance program manuals, a variety of forms, EAP manual, medical dictionary, computer software operating manuals, appointment books, Citizenship forms, child support documents, County procedures and guidelines, non-routine correspondence and State statutes.
- Ability to communicate orally with clients, medical personnel, clergy, Red Cross personnel, supervisors, social workers, attorneys, school personnel, Job Service and unemployment, client employers and landlords, financial institution personnel, Child Support personnel, merchants, law enforcement.

### **Mathematical Ability**

- Ability to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.

### **Judgment and Situational Reasoning Ability**

- Ability to use functional reasoning development in performing activities within rational systems involving diversified work requiring exercise of judgment.
- Ability to apply situational reasoning ability by exercising judgment, decisiveness and creativity in situations involving the evaluation of information against sensory or judgmental criteria.

### **Physical Requirements**

- Ability to handle, load and unload, and move and guide material using simple tools.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use. Ability to operate a computer keyboard/typewriter, calculator, microfiche reader, photocopier, telephone.
- Ability to exert light physical effort in sedentary to light work, involving lifting, carrying, pushing and pulling. Ability to handle, finger and feel.
- Ability to recognize and identify similarities or differences between characteristics of colors, forms, sounds, tastes, odors, textures etc. associated with objects, materials and ingredients.

### **Environmental Adaptability**

- Ability, in regard to environmental factors such as temperature variations, odors, toxic agents, violence, noise, vibrations, wetness, disease and/or dust, to work under safe and comfortable conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

.....  
Employee's Signature

.....  
Supervisor's Signature

.....  
Date

.....  
Date